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Attorney's Docket No. 9259-2

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re: Bares et al.

Confirmation No.: 1465

Serial No.: 10/076,963

Group Art Unit: 2654

Filed: February 15, 2002

Examiner: Matthew C. Kern

For: METHODS, SYSTEMS, AND COMPUTER PROGRAM PRODUCTS FOR
PROVIDING AUTOMATED CUSTOMER SERVICE VIA AN INTELLIGENT
VIRTUAL AGENT THAT IS TRAINED USING CUSTOMER-AGENT
CONVERSATIONS

Date: June 16, 2005

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

REQUEST FOR RECONSIDERATION

Sir:

Applicants provide the present Request for Reconsideration in response to the Official Action mailed March 16, 2005.

A listing of the claims begins on page 2 of this paper.

Remarks begin on page 6 of this paper.

It is not believed that an extension of time and/or additional fee(s), including fees for net addition of claims, are required, beyond those that may otherwise be provided for in documents accompanying this paper. In the event, however, that an extension of time is necessary to allow consideration of this paper, such an extension is hereby petitioned under 37 C.F.R. §1.136(a). Any additional fees believed to be due in connection with this paper may be charged to our Deposit Account No. 50-0220.